



Example of Services Operations Manager Job Description

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Our company is growing rapidly and is hiring for a services operations manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for services operations manager

- Well informed on external/competitive retail best practices and share internally with HR colleagues, leveraging to ensure competitive people practices across region in line with MAC US Retail HR Strategy
- Work closely with appropriate contacts to develop recruitment processes and practices in the region, in line with MAC US Retail HR Strategy
- Lead performance development /merit/bonus processes for Retail sales employees ensuring training, communication on process/timelines and assisting with all phases of the year end process to ensure timely and accurate completion
- Collaborate with the MAC Retail HR Team to develop and roll out strategic programs and initiatives
- Identify requirements for management training within Region and design and deliver bespoke and stock courses as necessary, in line with the MAC US Retail HR Strategy
- Use data, reporting and analysis to understand strengths and areas of opportunity for people practices within the region, developing strategic and tactical programs as necessary
- Manage overall performance of a team of account specialists
- Make employment decisions, evaluates and rewards staff performance, recommends training and development opportunities
- Oversight of their teams in resolving inquiries associated with all aspects of ACS service delivery and providing consultative services and solutions to

- Review work performed by staff members to verify the team consistently identifies and retrieves relevant compliance documentation necessary to process renewals, invoices, surplus lines filing and any other ACS deliverables

Qualifications for services operations manager

- Ability to deal with ambiguity & confidential information
- Must have at least 7 years of operations experience with a Bachelor's degree, 10 years of relevant experience with an Associates/Technical Degree
- DSD experience preferred
- The ability to work efficiently and independently
- Provide staff members with support to perform the necessary activities to initiate and deliver a renewal, process an invoice, issue auto IDs, process surplus lines, issues emergency certificates, resolve premium account discrepancies, initiate endorsements, process vehicle suspensions and process other client requests
- Follow-up with staff on large overdue financial items month and quarter close